


PATENT:

SERIAL #:

IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

In application of:  Brown et al.	: Group Art Unit:
Serial No.:	: Intellectual Property Law Department
Filed:	: International Business Machines Corp.
Title: EXPERT HOLD QUEUE MANAGEMENT	11400 Burnet Road
	: Austin, Texas 78758

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents  
Washington, D. C. 20231

Sir:

Applicants submit herewith patents, publications or other information of which they are aware, which they believe may be material to the patentability of this application and in respect of which there may be a duty to disclose in accordance with 37 CFR 1.56.

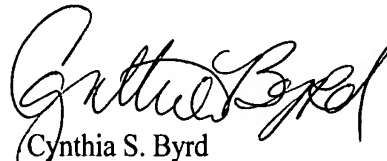
While this Information Disclosure Statement may be "material" pursuant to 37 CFR 1.56, it is not intended to constitute an admission that any patent, publication or other information referred to herein is "prior art" for this invention unless specifically designated as such.

In accordance with 37 CFR 1.97(g) the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56 (a) exists.

The attached form, PTO-1449, provides a listing of patents, publications, or other information as required by 37 CFR 1.98 (a)(1).

A copy of each of the items on PTO-1449 is supplied herewith.

Respectfully submitted,



Cynthia S. Byrd  
Attorney for Applicants  
Registration NO. 39,365  
(512) 823-5884